Enterprise Incident Report December 2011

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Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	Medium	FCR Total
Governor's Office	Application Services	Danielle Hood	0 0	1 0	0 0	0 0	1 0
		Dustin Crump	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	0 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	1 1	9 9	0 0	11 10
		Michael Hussey	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 1	10 9	0 0	12 10
	Help Desk	Brenda Treadway	0 0	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	2 2	0 0	2 2
	Metro B Desktop Support	Jay Locker	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0

Governor's Office

			Critical	High	Low	Medium	FCR Total
Governor's Office	Metro B Help Desk	Janet Hongsyvilay	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Metro D Help Desk	Doug Brown	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Operations Production Control	Christie Burnham	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Strategic Communications	Luis Larios	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin	0 0	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	0 0	1 0	1 0
	Voice/Data/WAN Services	Mitch Hood	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	2 1	19 14	1 0	23 15
Customer Company Total			1 0	2 1	19 14	1 0	23 15

Governor's Office

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	Medium	MIR Total
Governor's Office	Application Services	Danielle Hood	0 0	1 1	0 0	0 0	1 1
		Dustin Crump	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 1	1 0	0 0	2 1
	Capitol Desktop Support	Chad Poll	1 0	1 0	9 0	0 0	11 0
		Michael Hussey	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	10 0	0 0	12 0
	Help Desk	Brenda Treadway	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Jay Locker	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0

Governor's Office

			Critical	High	Low	Medium	MIR Total
Governor's Office	Metro B Help Desk	Janet Hongsyvilay	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin	0 0	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	0 0	1 0	1 0
	Voice/Data/WAN Services	Mitch Hood	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	2 1	19 0	1 0	23 1
Customer Company Total			1 0	2 1	19 0	1 0	23 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Critical	High	Low	Medium	ATTIR Total
Governor's Office	Application Services	Danielle Hood	0 0.00	1 1.22	0 0.00	0 0.00	1 1.22
		Dustin Crump	0 0.00	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	1 1.22	1 0.13	0 0.00	2 0.67
	Capitol Desktop Support	Chad Poll	1 0.17	1 0.00	9 0.00	0 0.00	11 0.02
		Michael Hussey	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	1 0.17	1 0.00	10 0.01	0 0.00	12 0.02
	Help Desk	Brenda Treadway	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	0 0.00	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	0 0.00	0 0.00	2 0.25	0 0.00	2 0.25
	Metro B Desktop Support	Jay Locker	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Governor's Office

			Critical	High	Low	Medium	ATTIR Total
Governor's Office	Metro B Help Desk	Janet Hongsyvilay	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Christie Burnham	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	0 0.00	1 0.47	0 0.00	1 0.47
		Assigned to Individual Total	0 0.00	0 0.00	1 0.47	0 0.00	1 0.47
	Voice Operations	Romanza Hamblin	0 0.00	0 0.00	0 0.00	1 0.38	1 0.38
		Assigned to Individual Total	0 0.00	0 0.00	0 0.00	1 0.38	1 0.38
	Voice/Data/WAN Services	Mitch Hood	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Assigned Group Total		1 0.17	2 0.61	19 0.06	1 0.38	23 0.13
Customer Company Total			1 0.17	2 0.61	19 0.06	1 0.38	23 0.13

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Governor's Office

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Governor's Office	Application Services	Danielle Hood	0 0	1 0	0 0	0 0	1 0
		Dustin Crump	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0	0 0	2 0
	Capitol Desktop Support	Chad Poll	1 0	1 0	9 0	0 0	11 0
		Michael Hussey	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	1 0	10 0	0 0	12 0
	Help Desk	Brenda Treadway	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Metro B Desktop Support	Jay Locker	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0

Governor's Office

			Critical	High	Low	Medium	MR Total
Governor's Office	Metro B Help Desk	Janet Hongsyvilay	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro D Help Desk	Doug Brown	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Operations Production Control	Christie Burnham	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin	0 0	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	0 0	1 0	1 0
	Voice/Data/WAN Services	Mitch Hood	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	2 0	19 0	1 0	23 0
Customer Company Total			1 0	2 0	19 0	1 0	23 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Governor's Office	Application Services	Danielle Hood	0 0.00	1 1.35	0 0.00	0 0.00	1 1.35
		Dustin Crump	0 0.00	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 1.35	1 0.18	0 0.00	2 0.76
	Capitol Desktop Support	Chad Poll	1 0.24	1 0.00	9 0.00	0 0.00	11 0.02
		Michael Hussey	0 0.00	0 0.00	1 4.86	0 0.00	1 4.86
		Assigned to Individual Total	1 0.24	1 0.00	10 0.49	0 0.00	12 0.43
	Help Desk	Brenda Treadway	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	0 0.00	1 0.50	0 0.00	1 0.50
		Assigned to Individual Total	0 0.00	0 0.00	2 0.25	0 0.00	2 0.25
	Metro B Desktop Support	Jay Locker	0 0.00	0 0.00	1 2.43	0 0.00	1 2.43
		Assigned to Individual Total	0 0.00	0 0.00	1 2.43	0 0.00	1 2.43

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Governor's Office

			Critical	High	Low	Medium	ATTR Total
Governor's Office	Metro B Help Desk	Janet Hongsyvilay	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		Assigned to Individual Total	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Christie Burnham	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Strategic Communications	Luis Larios	0 0.00	0 0.00	1 3.38	0 0.00	1 3.38
		Assigned to Individual Total	0 0.00	0 0.00	1 3.38	0 0.00	1 3.38
	Voice Operations	Romanza Hamblin	0 0.00	0 0.00	0 0.00	1 0.38	1 0.38
		Assigned to Individual Total	0 0.00	0 0.00	0 0.00	1 0.38	1 0.38
	Voice/Data/WAN Services	Mitch Hood	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
		Assigned to Individual Total	0 0.00	0 0.00	1 0.03	0 0.00	1 0.03
	Assigned Group Total		1 0.24	2 0.68	19 0.60	1 0.38	23 0.58
Customer Company Total			1 0.24	2 0.68	19 0.60	1 0.38	23 0.58

Governor's Office

Detail

INC000000423300	Jennifer Joy	None	None	None		TIR Missed: No	TIR:	0.50
Help Desk	Vicky Marrelli	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.50
INC000000423408	Samantha Julian	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro B Desktop Support	Jay Locker	Governor's Office	Low	Closed		TTR Missed: No	TTR:	2.43
INC000000423638	Jennifer Joy	EIS Hardware	None	None		TIR Missed: No	TIR:	0.47
Strategic Communications	Luis Larios	Governor's Office	Low	Closed		TTR Missed: No	TTR:	3.38
INC000000424360	Lynette Erickson	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	High	Closed		TTR Missed: No	TTR:	0.00
INC000000424621	Jo Lynn Kruse	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000424623	Monica Taylor	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000425071	Noleen Warrick	Application	Error	None		TIR Missed: No	TIR:	0.10
Capitol Desktop Support	Michael Hussey	Governor's Office	Low	Closed		TTR Missed: No	TTR:	4.86
INC000000425834	Lena Ward	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.00
Help Desk	Brenda Treadway	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000426349	Juliette Tennert	PC/Laptop	Error	None		TIR Missed: No	TIR:	0.17
Capitol Desktop Support	Chad Poll	Governor's Office	Critical	Closed		TTR Missed: No	TTR:	0.24
INC000000427758	Connie Wettlaufer	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.38
Voice Operations	Romanza Hamblin	Governor's Office	Medium	Closed		TTR Missed: No	TTR:	0.38
INC000000428583	Greg Bell	None	None	None		TIR Missed: Yes	TIR:	1.22
Application Services	Danielle Hood	Governor's Office	High	Closed		TTR Missed: No	TTR:	1.35
INC000000428662	Kamron Dalton	Telecom	Dial Tone	Telephone		TIR Missed: No	TIR:	0.00
Voice/Data/WAN Services	Mitch Hood	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.03
INC000000430855	Lena Ward	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro D Help Desk	Doug Brown	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000431980	Kamron Dalton	None	None	None		TIR Missed: No	TIR:	0.00
Operations Production Control	Christie Burnham	Governor's Office	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000433771	Samantha Julian	Application	None	None		TIR Missed: No	TIR:	0.00
Metro B Help Desk	Janet Hongsyvilay	Governor's Office	Low	Resolved		TTR Missed: No	TTR:	0.04
INC000000434705	Patsy Buchi	None	None	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved		TTR Missed: No	TTR:	0.00

Governor's Office

INC000000434706	Michael Mower	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434914	Virginia Orozco	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000437154	Gloria Hunt	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000437289	Patsy Buchi	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000437693	Jo Lynn Kruse	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000437711	Fran Fish	None	None	None		TIR Missed: No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000437766	Samantha Julian	None	None	iPhone		TIR Missed: No	TIR:	0.13
	Application Services	Dustin Crump	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.18